CASECRACKER
by Cardinal Peak

CaseCracker User Manual

For version 4.2 of CaseCracker Interview Management System; last revised July 2014

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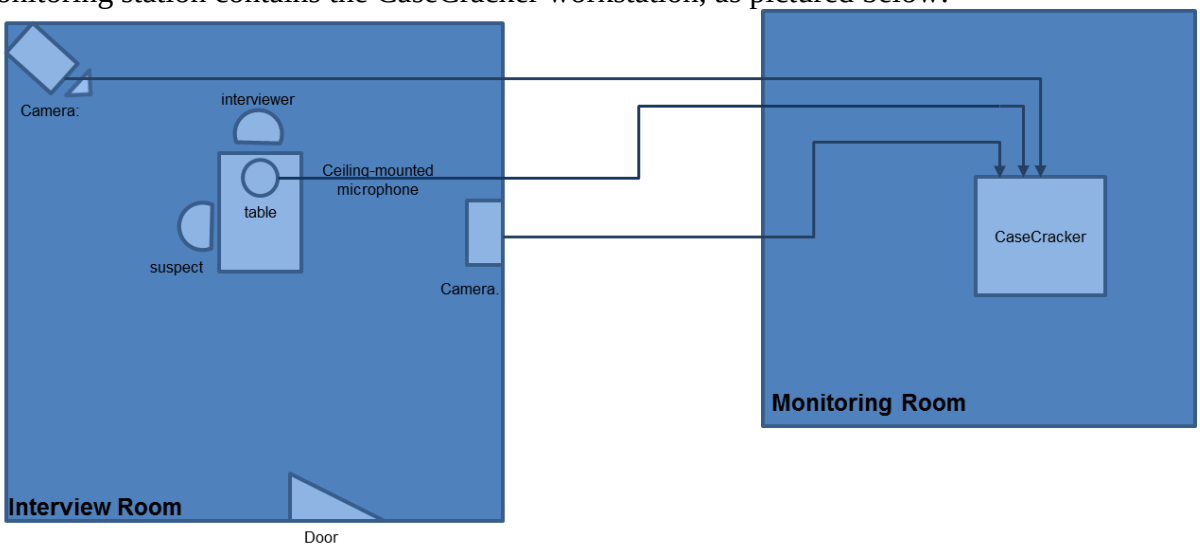
1. System Overview

The CaseCracker Interview Management System is designed for the recording of law enforcement interviews. It typically consists of an interview room, containing a covert microphone and one or two covert or overt cameras. Elsewhere in the building, an interview monitoring station contains the CaseCracker workstation, as pictured below:



The remainder of this document details the operation of the system from the perspective of a user of the system. Administration tasks are covered in a separate document, titled "CaseCracker Administrator Manual".

2. Your Account; Logging in and Logging out

a. *Logging in:* From the main screen, select your name, and then enter your password*. If there is a long list of users, your name can be quickly found by beginning to type your name.
*Your default password is ***welcome***.

b. *Changing your password:* You may be prompted to change your password automatically, however if you are not prompted to do so, we still strongly encourage you to change your password. You can change your password at any time by selecting Tools > Set Password from the main menu:

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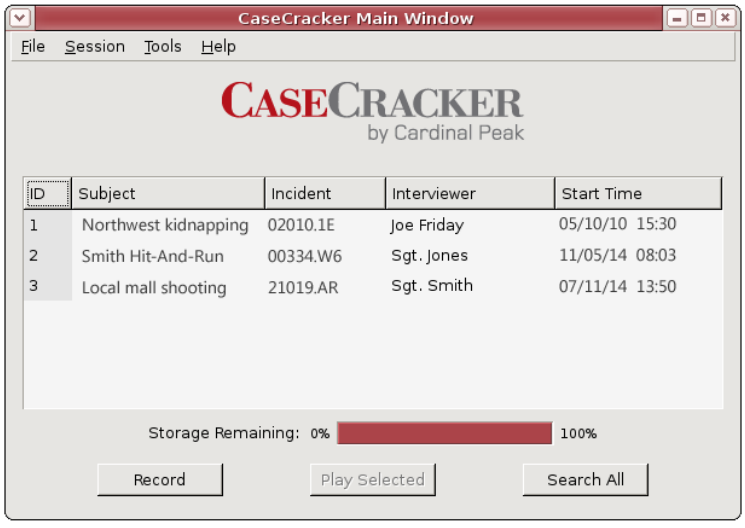
c. *Your permissions:* Depending on how your department sets policy, you will have different permissions with regard to your interviews versus other people's interviews. As an example, you may be able to view and annotate your own interviews, but not delete them, while you may only be able to view, but not annotate or delete, other people's interviews.

d. *Logging out:* To Log out at any time, either close the main window (by clicking the 'X' in the upper right hand corner) or select File > Exit and Log Off from the menu.

e. *Event logging:* Most actions performed on the system are stored in a permanent event log. Entries in the event log cannot be deleted or altered by any user, even an administrator. You can see the contents of this event log at any time by selecting File > View Event Log from the main window.

3. Main Window

The main window shows a list of all the recorded sessions that you have permission to view and search. The list includes the session ID, the subject, the incident (typically the case number), the interviewer, and the start time and date of the interview.


CaseCracker Main Window
File Session Tools Help
CASECRACKER
by Cardinal Peak
ID Subject Incident Interviewer Start Time
1 Northwest kidnapping 02010.1E Joe Friday 05/10/10 15:30
2 Smith Hit-And-Run 00334.W6 Sgt. Jones 11/05/14 08:03
3 Local mall shooting 21019.AR Sgt. Smith 07/11/14 13:50
Storage Remaining: 0% 100%
Record
Play Selected
Search All

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a. The red status bar gives you a gauge as to how much storage remains on the hard disk. As the red bar decreases towards 0% the hard disk is being filled up.

b. To get information about any particular session, select it, and then select Session > Info. The following dialog box will appear which gives information about the session:

4. Previewing Video

a. To verify the audio and video are working, select File > Preview Video and Audio from the menu. A window will appear showing the current video and audio.

NOTE: The system is NOT recording in Preview mode!

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5. Recording Video

a. To begin recording, click the 'Record' button on the main window, or select File > Record New Session from the menu. You will now be prompted to enter the following information about the session:

The Subject is the title given to the session.

The Incident is a customizable field and is typically the case number.

The Input field selects the room which will be recorded (only an option if multiple inputs are configured).

The Interviewer is the owner of the recording. This field defaults to the user that is currently logged into the system.

The Accessible By field determines who has access to the interview or session. The session access can be set to *private* (only accessible by the Interviewer), *all users* (accessible by every user) or *shared* (accessible by members of any one group).

NOTE: Only the Interviewer can edit the above listed information after the interview has been recorded.

Fill in the requested information and click OK:

b. If configured, a prompt may come up telling you to start an external DVD recorder. Start the external DVD recorder, if applicable, and then click OK:

NOTE: External DVD recorders are not supplied by Cardinal Peak but can be sourced elsewhere.

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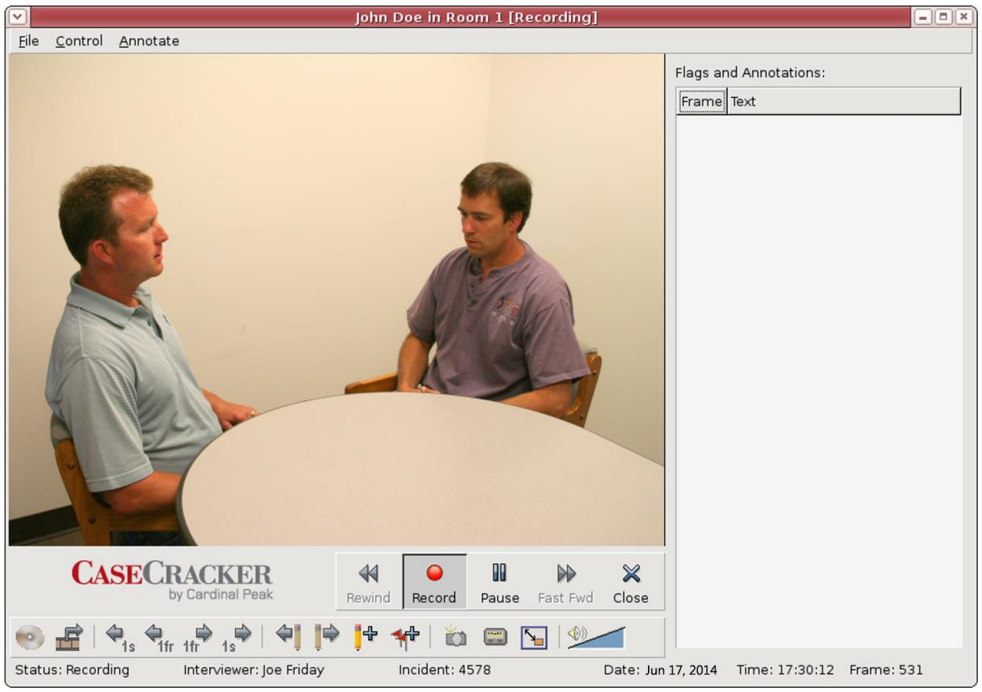
c. You'll now see the play window, as shown below. This window is active during the entire time the recording is in progress.



d. Along the bottom of the window, you'll see the current status (Recording), the interviewer, the incident or case number, the current date and time, and the current frame number. Each frame of the video is assigned its own number, so it can be searchable later. As the recording is in progress, you will see the frames advancing.

e. *To change the volume,* click and drag in the blue triangular area in the bottom right corner of the toolbar.

f. *To add a flag*

A flag is a special bookmark in the video that allows you to jump easily to a point of interest after the fact. To add a flag to the video, click the button that looks like two flags on the bottom toolbar. A flag entry will appear in the right-hand column. Flags can be added during recording from CaseCracker, as described above; during recording from the interview room via a wireless key fob (optional); during recording through the Live Remote Viewing feature and/or while reviewing previously recorded material through the OnDemand feature (enabled by Administrator); and during the review process after

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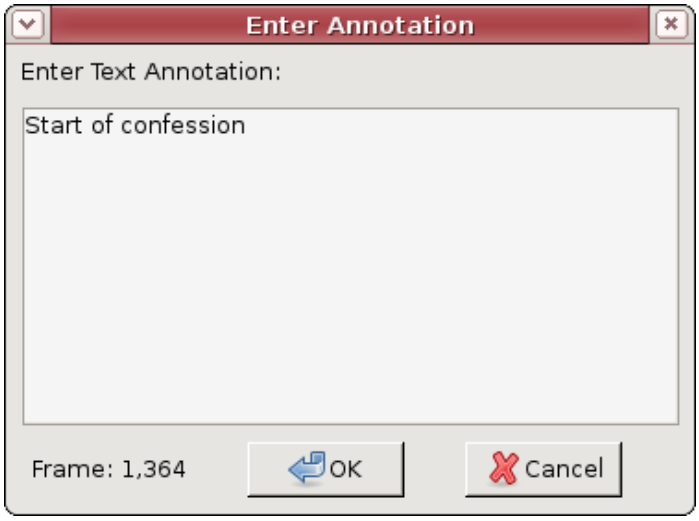
recording has stopped, from the CaseCracker monitoring station and while the interview resides on the CaseCracker system.

g. *To add an annotation*

An annotation is just like a flag, but with the added power that you can type a sentence or phrase which is searchable later. To add an annotation during recording, click the button that looks like a pencil with a plus sign. You'll see a dialog box that looks like this:



The system remembers the frame that was active when you originally clicked the pencil button and this is the frame number that will be associated with the annotation. Annotations can also be added during recording from CaseCracker; during recording through the Live Remote Viewing feature and/or while reviewing previously recorded material through the OnDemand feature (enabled by Administrator); and during the review process after recording has stopped, from the CaseCracker monitoring station and while the interview resides on the CaseCracker system.

h. *To send a text message*

You can send a short text message to a pager or cell phone. This might be useful, for instance, to remind the interviewer to ask a particular question. To send the text message, click the button that looks like a pager. The following dialog box will appear:

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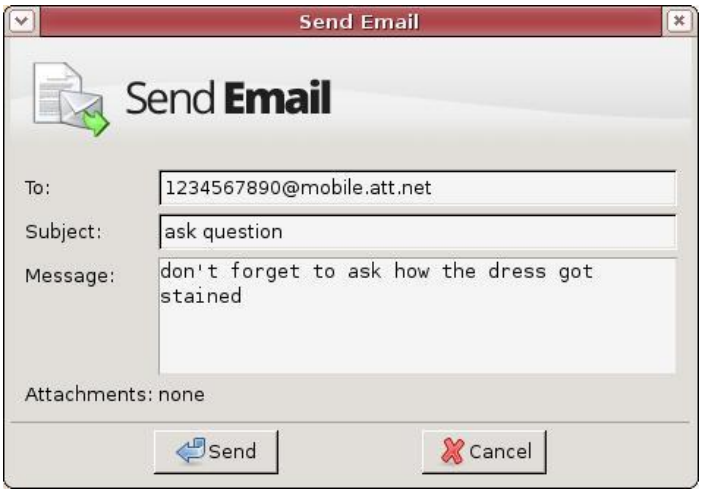

i. *To swap camera views*

If picture-in-picture (PIP) swap is enabled by the administrator, the images can be swapped during recording by clicking this button.

NOTE: Picture-in-picture (PIP) and any PIP swaps become part of the recording and will be viewed in playback and on any export format such as DVDs burned from CaseCracker. All export formats are outlined below in the Export section.

j. *To pause recording:* Depending on the policy set by your department, you may or may not be able to pause during recording. If you are allowed to pause recording, the large Pause button will be enabled, as it is on the picture on page 5. Clicking the pause button will cause recording to be temporarily suspended. To resume recording after a pause, press the large red Record button. A special annotation will be added that indicates recording was paused.

k. *To stop recording:* When the interview is complete, you can stop recording by clicking the blue Close button, or by clicking the 'X' in the upper right corner of the play window. If applicable, you will be reminded to remove the DVD from the external recorder and submit it as evidence.

l. *To view live or previously recorded interviews from your PC via OnDemand:* If you have network access and an administrator has enabled this feature, instructions for setting up OnDemand on PC's can be found under the Help menu from the CaseCracker workstation, under the Help Links that's accessible from your PC browser when typing in the IP address in your browser bar, or on our website at www.casecracker.com under the resources tab.

6. Recording Two Rooms Simultaneously

If your system is configured with two video and audio inputs, you have the option to record two interview rooms simultaneously.

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a. To begin recording, click the 'Record' button on the main window, or select File > Record New Session from the menu. You will now be prompted to enter the following information about the session: subject, incident (this is a customizable field and is typically the case number), input/recording room (only an option if multiple inputs are configured), interviewer and what group the interview is accessible by. Simultaneously, you may start a 2nd recording in "Room 2", entering the session information as stated above.

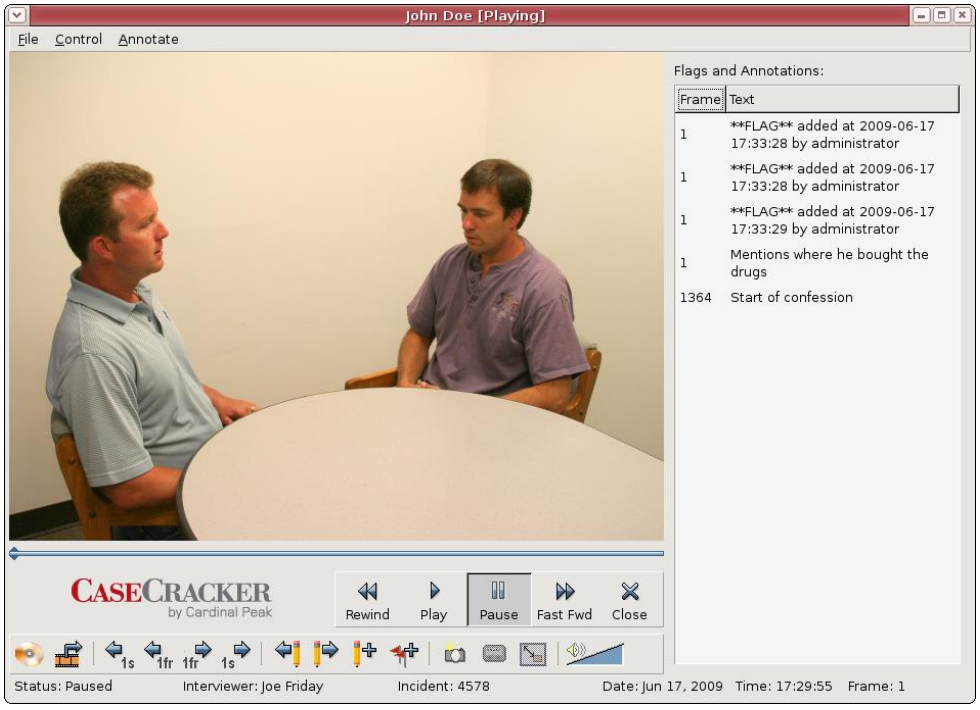
   NOTE: The interviewer defaults to the currently logged in user, but it is possible to change it in the case where you may be logged in performing a recording for someone else, like a partner.

   Fill in the requested information and click OK. The previously started recording will be minimized to the tool bar.

b. You may toggle between the two recording windows to monitor both rooms and add annotations and flags. The recording window that is not in the foreground will be minimized on the toolbar. Regardless of which room you are viewing, both rooms are being recorded.

7. Video Play Back

To play back an already-recorded session, select it in the main window, and then click the 'Play Selected' button, select Session > Play from the menu or double-click on the session. The session comes up in the window below. Initially, it is paused on the first frame of the video.



a. The Play and Pause buttons will begin and pause playback, respectively.

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b. You can use the slider bar (just above the CaseCracker logo) to rapidly access any point in the video. Just drag the blue diamond on the slider bar to the left or right to rewind and fast forward, respectively.

c. To Fast Forward or Rewind the video, click the corresponding button. To resume, click the Play button. There are three speeds of fast forward and rewind: 3x, 20x, and 60x. To advance to the next speed, click the 'Fast Fwd' or 'Rewind' button multiple times.

d. *Single Step Mode*

When playback is paused, you can advance forward or backward by 1 Frame or 1 Second by clicking the corresponding buttons in the lower toolbar. Additionally, you can advance slowly through the video by pressing and holding one of these buttons.

e. *Skipping by Annotation or Flag*

To jump immediately to a particular annotation or flag, double click it in the right-hand column. To jump forward or backward to the next (or previous) annotation or flag, click the next annotation or previous annotation buttons.

f. *Adding a new Annotation or Flag*:

You can add a new annotation or flag in the same manner as during the recording, by clicking the corresponding button. These buttons will be greyed out if you do not have permission to add annotations.

g. *Editing or Deleting an Annotation or Flag:* If you have been given the appropriate permission, you can edit or delete an annotation or flag. To do this, select the annotation or flag in the area on the right, and right-click. Select "Edit" or "Delete", as appropriate. (You can also access these functions from the menu bar at the top of the window, via the Annotate menu.)

h. *Closing the Playback Window:* To close the playback window, click the blue 'X' Close button, or click the 'X' in the upper right corner.

8. Exporting

a. *Image Snapshot*

You can export a still image by clicking on the button that looks like a camera, or by selecting File > Export Snapshot from the menu bar. This button is greyed out if you do not have permission to export data from this session. The following dialog box will appear:

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In this dialog box, you can select either a JPEG or BMP format from the bottom dropdown menu. You can also select the destination. Your destination selections may include some or all of the options listed above based on the export policy chosen by your department. Then click 'OK' to export.

b. *Burn DVD*

If you have permission to export this session, you can burn a DVD of some or all of the current session by clicking the DVD icon, or by selecting File > Burn DVD from the menu. You can also access this function by selecting File > Burn DVD in the menu of the main window. The following dialog box appears:

By default, the entire session will be exported to DVD, but you can change this by editing the Frame Range at the top of the window.

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Anything you type in the 'Description of this clip' area will appear on the top-level DVD menu that is visible when you play the DVD.

You can maximize the quality of the video which will consequently have a longer burn time. Or, you can maximize the DVD duration (have a faster burn time) which will consequently reduce the quality of the video. Any sessions recorded at "good" quality will not have the options to maximize quality or duration.

You can burn up to 8 different clips onto one single DVD by clicking the 'Next Clip' button.

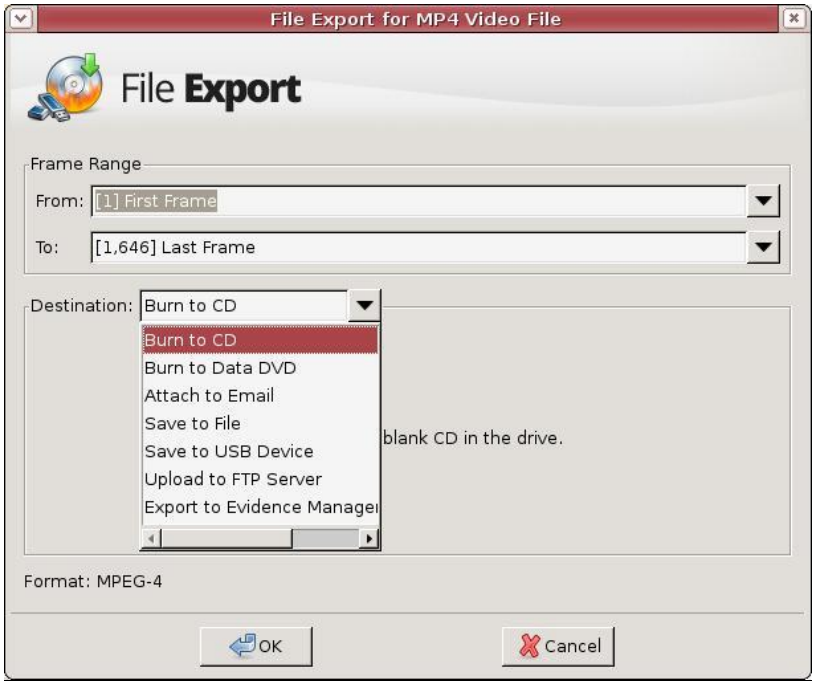
Place a blank DVD-R, DVD-RW, DVD+R or DVD+RW in the DVD drive of the CaseCracker workstation, and click Burn.

NOTE: Burning a DVD takes approximately ¼ the time of the length of the interview (in other words, a one-hour interview will take approximately 15 minutes to burn).

Some CaseCracker configurations allow the burning of a DVD at the same time as recording or viewing a session. In these instances, the DVD burning process may take longer. The fastest DVD burning performance is achieved when no sessions are being recorded or when no session playback windows are open.

c. *Export Video Clip*

You can export a video clip or an entire session in MPEG-4 format by selecting File > Export Video Clip from the Playback window, or by clicking the Export Video button in the toolbar. These options are greyed out if you do not have permission to export data from this session. The following dialog box appears:



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By default, the entire session will be exported, but you can change this by editing the Frame Range at the top of the window. You can also select the destination. Your destination selections may include some or all of the options listed above based on the export policy chosen by your department. Insert the appropriate item: CD, DVD, or USB device. Then click ‘OK’ to export.

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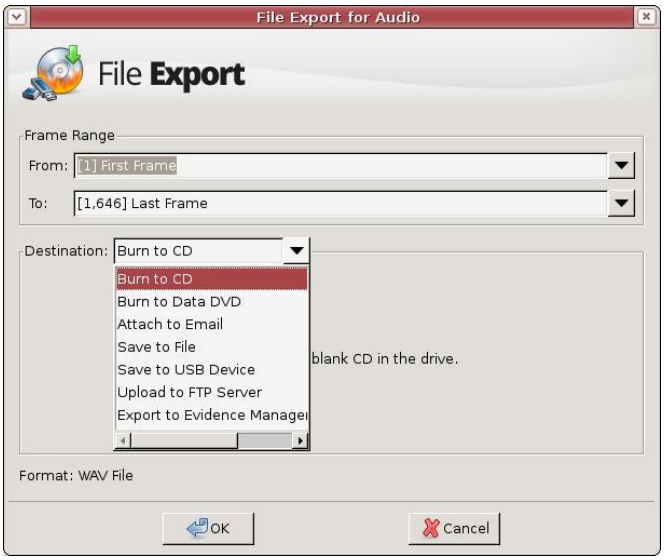
There are limits in the MPEG-4 video clip file size that can be stored on a CD, DVD, and USB device formatted with FAT32. The approximate maximum duration for each destination is:

Destination	Approx. maximum MPEG-4 duration (H:M:S)		Largest possible file	Reason
	"Best" Quality	"Good" Quality		
CD	1:33:12	7:14:58	700 MB	Maximum size of CD
Data DVD	4:32:42	21:12:35	2 GB	2 GB limit for a single file on ISO 9660 filesystem
USB flash drive	9:05:24	18:25:10	4 GB	4 GB limit for a single file on FAT32 filesystem
USB hard drive	9:05:24	18:25:10	2 TB	MPEG-4 files limited to 4 GB
Network storage	9:05:24	18:25:10	2 TB	MPEG-4 files limited to 4 GB

NOTE: Once exported, the MPEG-4 file must be copied to your PC before it can be viewed in QuickTime (or VLC). Do not attempt to play the MPEG-4 file directly from a CD, DVD, or USB device, as it will not play correctly.

d. *Export Audio Clip:* You can export an audio clip or the complete audio file in WAV format by selecting File > Export Audio Clip from the Playback window. This option is greyed out if you do not have permission to export data from this session. The following dialog box appears:



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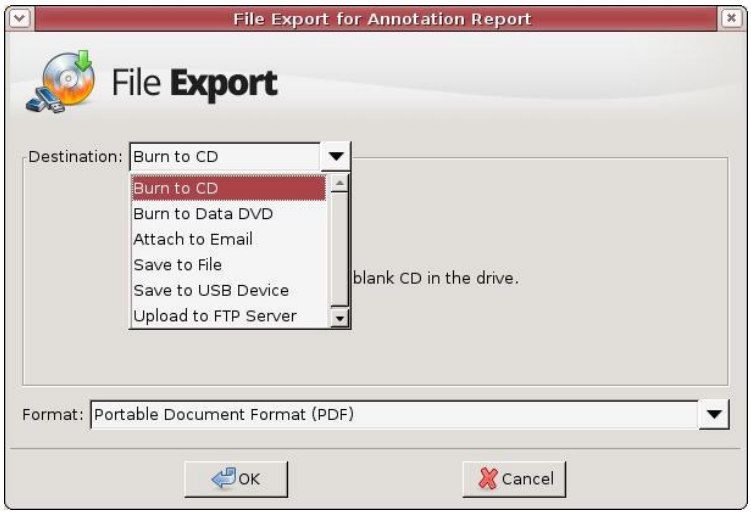
By default, the entire session will be exported, but you can change this by editing the Frame Range at the top of the window. You can also select the destination. Your destination selections may include some or all of the options listed above based on the export policy chosen by your department. Insert the appropriate item: CD, DVD, or USB device. Then click 'OK' to export.

e. *Export Annotations:* You can export all Annotations and Flags by selecting Annotate > Export All Annotations. This option is greyed out if you do not have permission to export data from this session. The following dialog box will appear:



Select the destination. Your destination selections may include some or all of the options listed above based on the export policy chosen by your department. Insert the appropriate item: CD, DVD, or USB device. There is also a Format option to choose between a PDF or CSV file. Then click 'OK' to export.

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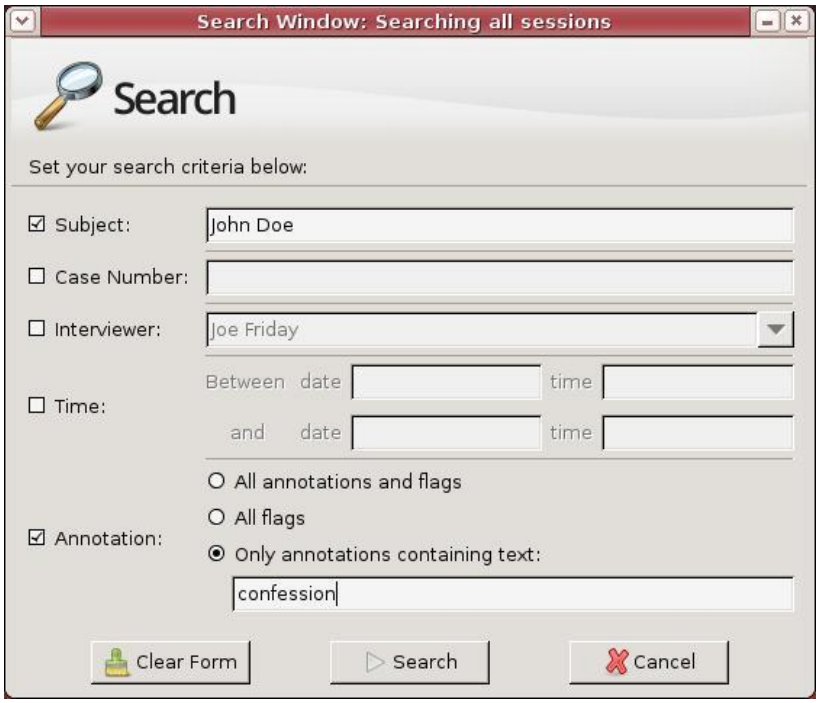
9. Searching Video

a. You can search all the video(s) on the system by clicking the Search All button on the main window, or by selecting Session > Search All from the main menu bar. The following dialog box appears:



You can search based on the subject's name, the case number, the interviewer, the time, and annotations. You can also search by selecting multiple criteria(s) in this window. To turn on a search term, click the corresponding box on the left-hand side of the window.

b. Search results are returned in the following window:

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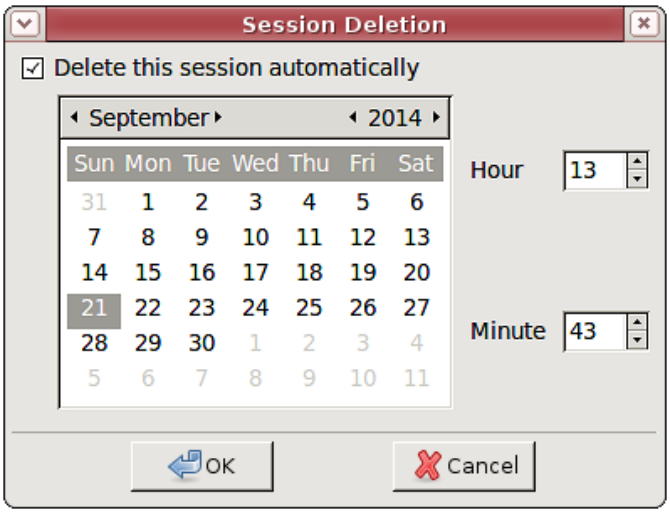
From here, you can jump to a particular search result by double-clicking on it, or by selecting it and clicking the 'Go To' button.

10. Deleting Video

a. Your administrator will set up a retention policy for video and audio recordings on the system. For example, sessions may be kept for 90 days and then automatically deleted.

b. If you have been given delete permission, it is possible to override the automatic deletion for any particular session by selecting the session and then selecting Session > Change Deletion Date from the main menu, or by selecting File > Change Deletion Date from within the playback window. The following dialog box appears:



From this dialog, you can select a new date and time for the session to be automatically deleted. You can also keep it until it is manually deleted by turning off the 'Delete this session automatically' checkbox.

c. If you have been given delete permission, you can delete a session manually from the main window, by selecting the session and then selecting Session > Delete Now from the menu.

11. Validating Watermarks

CaseCracker's watermarking feature verifies that the audio and video associated with a session have not been modified since recording.

a. To validate an interview, highlight the session and select Session > Validate Watermarks. The following window will appear:

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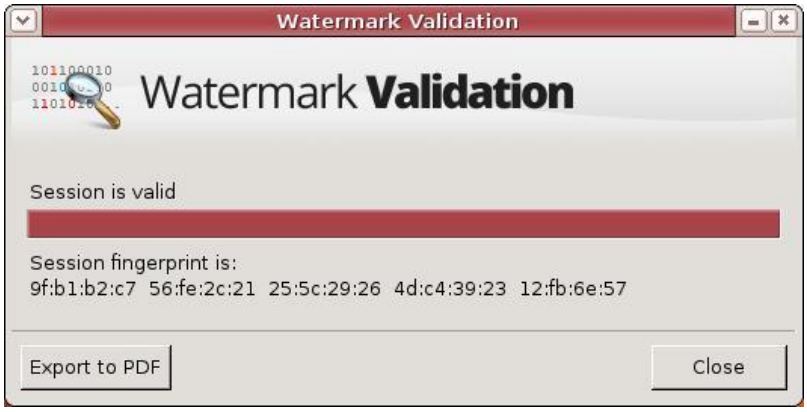
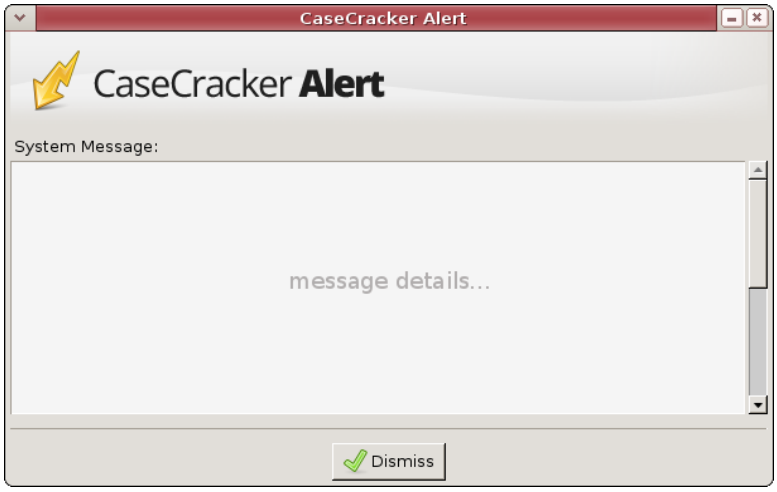


The Export to PDF button will produce a PDF of the session fingerprint.

12. System Alerts

In case of a system event that needs user attention; the "CaseCracker Alert" dialog will be displayed with information about the problem:



There are two types of system alerts:

a. *RAID Alert*: In the unlikely event of a hard drive failure, we've added a special RAID monitoring function to alert the operator of a problem. This feature is only available in some systems and typically means a replacement drive may be needed, soon, to prevent data loss. You should contact your system's Administrator immediately and provide the information displayed in the alert dialog. You can press the "Dismiss" button to close the dialog. The system will keep reminding you if this problem continues.

   NOTE: Failure to address this error could result in a loss of data.

b. *Low Battery Warning*: This alert indicates the laptop battery charge is getting low. Please connect the laptop to the power outlet. Press the "Dismiss" button to close the dialog.

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